

CUSTOMER SATISFACTION SURVEY

Dear Customer,

We would be grateful if you could spare a few minutes to complete this Customer Satisfaction Survey to help us ensure that our standard of customer care exceeds expectations wherever possible.

Thank you for your collaboration.

Company <input style="width: 90%;" type="text"/>	Product <input style="width: 90%;" type="text"/>
Contact <input style="width: 90%;" type="text"/>	Date <input style="width: 90%;" type="text"/>

EVALUATION TARGET CHARACTERISTICS	<i>Specify our quality level noticed by you</i>
Commercial characteristics	
1. Richness of contents of received offers	☹☹☐ ☹☐ ☺☐ ☺☐ ☺☺☐
2. Documentation we provided you after the order	☹☹☐ ☹☐ ☺☐ ☺☐ ☺☺☐
3. Selling price of our goods	☹☹☐ ☹☐ ☺☐ ☺☐ ☺☺☐
Products characteristics	
4. Quality level of our goods	☹☹☐ ☹☐ ☺☐ ☺☐ ☺☺☐
5. Mechanical and physical characteristics of our goods	☹☹☐ ☹☐ ☺☐ ☺☐ ☺☺☐
6. Respect of dimensional requirements	☹☹☐ ☹☐ ☺☐ ☺☐ ☺☺☐
7. Packing quality of final products	☹☹☐ ☹☐ ☺☐ ☺☐ ☺☺☐
8. Tracking of packages and shipped products	☹☹☐ ☹☐ ☺☐ ☺☐ ☺☺☐
Service characteristics	
9. Documentation about production conformity	☹☹☐ ☹☐ ☺☐ ☺☐ ☺☺☐
10. Shipping time respect	☹☹☐ ☹☐ ☺☐ ☺☐ ☺☺☐
11. Flexibility in the management of urgent orders	☹☹☐ ☹☐ ☺☐ ☺☐ ☺☺☐
12. Communication with our company	☹☹☐ ☹☐ ☺☐ ☺☐ ☺☺☐
13. Assistance in problem solving	☹☹☐ ☹☐ ☺☐ ☺☐ ☺☺☐
14. Ability in studying and providing new solutions	☹☹☐ ☹☐ ☺☐ ☺☐ ☺☺☐
15. Have you been annoyed by receiving this survey?	☹☹☐ ☹☐ ☺☐ ☺☐ ☺☺☐

Other characteristics that, in your opinion, should be monitored

Please return

- via fax to number [+39 02 66506103](tel:+390266506103)
- via mail to address info@digital-instruments.com